

FUNCTIONAL TITLE: Administrative Assistant

LOCATION: Massachusetts Teachers' Retirement System
500 Rutherford Avenue, Suite 210, Charlestown, MA 02129

STARTING SALARY: \$40,000

APPLICATION DEADLINE: Friday, December 31, 2021

The Massachusetts Teachers' Retirement System ("MTRS") is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 67,000 recipients and maintains and services retirement accounts for more than 91,000 active members and 29,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from more than 400 local school districts.

GENERAL STATEMENT OF DUTIES:

Under the general supervision of the Director and Assistant Director of the Transfers, Refunds and Enrollments Unit ("TREU"), the Administrative Assistant serves all members of the MTRS as part of the team responsible for all aspects of member account maintenance including, but not limited to enrollments, transfers-in/out, incorrect assessment backlog resolution, account refunds, and required minimum distributions under the Internal Revenue Code.

The Administrative Assistant will provide the following duties:

- Serves as contact support for MTRS membership and other Massachusetts contributory retirement systems in matters involving the processing of transfers of funds between the MTRS and other retirement systems.
- Retrieves voicemail from the TREU general line and ensures proper follow-up with the appropriate staff member.
- Monitors TREU e-mail in-boxes, acknowledges receipt of inquiries and forwards e-mails to the appropriate staff member for completion.
- Maintains spreadsheets of various workloads owned by TREU.
- Coordinates with the MTRS's Records Administration unit regarding the imaging and creation of member files.
- Prepares acknowledgment correspondence confirming receipt of member and other retirement board requests.
- Assists with the maintenance and recording of changes/updates in members' files and in their MyTRS account (i.e., updating addresses and other demographic information, adding comments, closing workflows).
- Provides assistance in recognizing potential incorrect assessments and directing the cases for additional research.
- Assists with data entry and member account correction projects, as needed.
- Assists with processing of manual enrollment forms and new member enrollment requests.
- Participates in group meetings and training programs, as assigned.

- Performs other administrative duties as required or as needed

QUALIFICATIONS REQUIRED:

- Minimum of high school diploma, or GED.
- Excellent organizational skills, flexible, and able to handle a multitude of tasks.
- Desire to work in an environment committed to teamwork and quality service.
- Ability to communicate effectively and professionally with co-workers, members, and the public.
- Ability to follow instructions and function both independently and as a member of a team.
- Ability to maintain harmonious relationships with the members, employers, and MTRS staff.
- Commitment to competent, compassionate, and quality service at all times.
- Business experience with Microsoft Excel, Word, and PowerPoint required.
- Experience with member/customer/client databases required.
- Ability to travel to and from the workplace.

EXPECTED HOURS OF WORK

New hires are required to report to the office five days per week for 90 days. Thereafter, they may apply for a hybrid remote schedule. Hours of work are flexible, but are generally, Monday through Friday, 8 AM to 4 PM, 9 AM to 5 PM (30 minute lunch), 7:45 AM to 4:00 PM, or 8:45 AM to 5 PM (45 minute lunch). This position may require extended hours.

APPLICATION PROCESS

Interested applicants must apply online through *MassCareers* at:

<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>

Applicants are required to submit a cover letter and résumé to Robert Fabino, Director of Human Resources and Legal Affairs, within the MassCareers portal. The cover letter must address why the applicant's background and training would make him or her a good fit for the position of Administrative Assistant with the MTRS. (See MTRS website for background at www.mass.gov/mtrs) Applicants who do not submit a cover letter will not be considered. Selected applicants will be invited to take a test designed to evaluate their basic writing, math and computer skills.

Executive Order #595 requires Executive Department employees to have received the COVID-19 vaccination or to have been approved for exemption as a condition of employment. Finalists will be given details about how to demonstrate receipt of vaccination or request an exemption due to a sincerely held religious belief or if the vaccine is medically contraindicated.

The MTRS is an equal opportunity employer.